

TEXT NEEDS REVISION ! (CHART II CHANGED)

UI OPERATIONAL PERFORMANCE

Quarter Ending June 30, 2000

Prepared by The Division of Performance Management

October 2000

UI OPERATIONAL PERFORMANCE

Quarter Ending June 30, 2000

Introduction

- ▶ This is the twelfth in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending June 30, 2000.
- ▶ This issue's *Special Focus* section examines nonmon legal stringency and enforcement.
- ▶ Users are encouraged to offer comments to the Division of Performance Management on the content, format and displays of the report. Please send comments to Burman Skrable on 219-5223 ext. 140.

Macro Scene

- *For the quarter*, economic conditions remained strong as unemployment stayed at generations-low rates. Total unemployment, insured unemployment, and unemployment rates were noticeably lower than in the previous quarter, the first quarter of the year being a high unemployment quarter. Total unemployment fell from 6.2 to 5.5 million and insured unemployment from 2.6 to 1.9 million. Tax collections jumped from \$2.6 to \$9.9 billion—the June quarter is the high quarter for tax payments--while benefit payments fell from \$6.0 to \$4.3 billion.
- *For the year*, comparing 1-year values with 3-year averages shows the stronger aggregate labor market conditions and the extent that the UI system is affected. For example, total and insured unemployment, the TUR and IUR, initial claims and first payments are all below their 3-year averages. However, average benefit duration has stagnated at about 14.4 weeks and the exhaustion rate at about 33%. State ranges for all continue high: IUR from 0.6% to 5.3%, duration from 9 weeks to 21 weeks, and the exhaustion rate from 6% to 57%. The data also show that aggregate benefit payments held steady over the last quarter relative to the 3-year average (both at \$18.8 billion). States appear to be taking advantage of the prosperous conditions to build up their trust funds, as total contributions for the 12 months ending 6/30/00 at \$20.1 billion were slightly above the 3-year average of \$19.9 billion.

UI System Performance

Tier I Performance

- Overall, there was a remarkable constancy in the number States meeting Tier I measures: no change for 11, improvement for 3, only one down. Aggregate performance rose for 8 measures and fell for 7. Most changes were slight. The largest shift was an 8-State improvement in the number of States meeting the transfer timeliness criterion.
 - * Areas where greatest number of States achieve criteria: first payments within 35-days; Lower Authority appeals quality; Higher Authority 75-day timeliness; status determinations 90-day timeliness.
 - * Weakest areas: Nonmon timeliness and quality; 14/21 day first payments (combined); timeliness of trust fund transfer.
- March to June Movement at a Glance**

	<u>Aggregate Performance</u>	<u>No. States Passing</u>
First Payment Timeliness (combined)		
• 14/21 Days		→
• 35 Days	↘	
Nonmonetary Determinations		
• Separation Timeliness		→
• NonSep Timeliness	↘	→
• Quality	↘	→
Lower Authority Appeals		
• Timeliness, 30 days	↘	→
• Timeliness, 45 Days	↘	→
• Timeliness, 90 Days	↘	→
• Quality	↘	→
Higher Authority Appeals		
• Timeliness, 45 days		→
• Timeliness, 75 Days		→
• Timeliness, 150 Days		↘
New Status Determination		
• Timeliness, 90 Days		→
• Timeliness, 180 Days		↘
Transfer from Clearing Account		↘

- 1st Payment Timeliness*-- Aggregate first payment timeliness edged up for all three payments series--intrastate, interstate and combined-- at the 14/21 day interval. The combined measure fell off slightly at the 35-day interval due to a slight decline in intrastate timeliness; interstate rose noticeably from 79% to 82%.declined slightly. One more State met the 35-day combined criterion in June than in March; the number was unchanged for all other criteria.

- *Nonmonetary Determinations*-- Aggregate timeliness for seps jumped 3 percentage points (67.9% to 70.9%) while nonsep timeliness and quality scores declined slightly. The number of States meeting all criteria did not change. All quarterly aggregates were below their three-year averages, suggesting no overall improvement in this area.
- *Lower Authority Appeals*--Aggregate timeliness at all intervals and the percentage of cases with acceptable quality scores all slid less than 1 percentage point. There was no change in the number of States failing to meet a criterion.
- *Higher Authority Appeals*--Aggregate performance at all three intervals improved marginally. Despite that, four fewer States met the 150-day criterion (46 vs. 42) , while the number of States missing the 45- and 75-day criteria remained constant.
- *Status Determinations Timeliness*--Aggregate time lapse at both 90 and 180 days regained the 2 points lost in the previous quarter. One more State met the 180-day criterion.
- *Transfer Timeliness* -- Quarterly timeliness by the old measures improved from 2.7 to 2.2 days; the new ratio measure was virtually unchanged. The number of States meeting the old criterion rose by 8 and the new by 9. Even with that improvement 21 States fail to attain the old measure and 14 fail the new measure.

GPRA Scorecard

For the 12 months ending in June 2000 against the ETA Strategic and Annual Performance Plan goals for UI relative to the targets contained in the FY 2000 APP:

Goal/Indicator	2000 Target	Performance
# States \geq nonmon quality criterion	24 States	22 States
# States \geq Sec. Std., intrastate 1 st pay timeliness, 14/21 days	47 States	46 States
# States \geq new status timeliness criterion, 60-day	49 States	48 States
# States passing new status accuracy acceptance sample	34 States	NA
Speed of Deposit into Clearing Accounts	Under development	
# States \geq timeliness of transfer to Trust Fund criterion	37 States	30 States
Reciency Rate	\geq 39%	37%
# States with MaxWBA \geq 2/3 of Avg. Weekly Wage	11	10
# States with AHCM \geq 1.0	\geq 33 States	NA
Entered Employment Rate or Alternative	Under development	
Exhaustion Rate	\leq 32%	32%

Special Focus Analysis: State Nonmonetary Determinations Performance: Legal Stringency Vs. Enforcement

Background

State UI laws and policies prescribe considerably different eligibility conditions. This framework of law and policy sets the potential for eligibility violations; the stricter the laws, the more likely a claimant is to be ineligible. Strict laws carefully enforced should result in high rates of claim denials; at the other end of the spectrum, liberal eligibility provisions loosely enforced will result in the lowest rates of denial. One can envision various combinations of legal stringency and enforcement effort in between.

Since its beginnings in the late 1980s, the confounding of a State's legal structure and its enforcement effort has bedeviled our attempts to use BAM data to indicate how well States administer their UI programs. We've been unable to separate what the error rates indicate about differences in State law and policy and what they indicate about States' application or administration of that underlying framework.

This study combines actual denial rates and BAM case error rates as a measure of the stringency of law and policy. The combined ratio, termed the State's Total Ineligibility Rate, is then used to suggest rates of administration (enforcement). The analysis is an extension of work reported in the September 1999 Quarterly Manager's Report and so is based only on nonmonetary activities, but it should be applicable to monetary eligibility as well.

Approach

State law and policy specify whether a claim should be judged eligible or ineligible. Other things being equal, a State with stringent eligibility conditions will judge more claims to be "deniable" than one with lenient conditions. Thus, a high ratio of "deniable" claims to total claims filed should indicate a stringent State, a low ratio a lenient State. To estimate this, we define a ratio called the "Total Ineligibility Ratio" to estimate the State's legal stringency:

$$\text{TIR} = \frac{\text{Actual Denials} + \text{Missed Denials}}{\text{Claimant Contacts}}$$

- The numerator is deniable claims, the sum of those actually denied and those which were affirmed but should have been denied. Deniable separation and nonseparation claims for CY 1998 are computed as the sum of:
 - *Actual Denials* taken from the ETA 207 report, and
 - *Missed Denials* taken from BAM data. The fraction of cases (not \$) for which the week paid should have been zero is taken for both separation and weekly

eligibility reasons. The fraction is multiplied by the BAM universe of weeks paid for CY 1998 to obtain the total count of both missed separation and missed nonseparation denials.

- The denominator of the TIR is total claimant contacts in which the State makes a nonmonetary determination, whether adjudicated or not.
 - *For separations*, the Claimant Contacts are computed as the sum of monetarily eligible new intrastate initial claims plus additional initials plus interstate liable claims (which is new plus additional initials)
 - *For nonseparations*, Claimant Contacts are weeks paid plus nonseparation denials.

Results and Observations

Table 1 presents TIR results by State for CY1998. It uses the same data and approach to display three ratios that indicate the extent of administrative or enforcement activity: (1) the ratio of non-monetary determinations to deniable claims, as a measure of the extent that the States detect issues that may lead to denials; (2) actual denials as a % of deniable claims—the measure of how frequently States detect and deny ineligible claims; and (3) actual denials as a percent of claimant contacts, how the combination of legal stringency and enforcement shows up in the likelihood that a claimant contact will result in a denied claim. It should be noted that until the Denied Claim Accuracy program is operational, our actual denial counts from the 207 report overstate the number of “true” denials.

State Strictness in Eligibility Conditions

Separations. State eligibility conditions at the separation level vary widely. TIRs range from 5% of separations in Puerto Rico to 73% in Nebraska. Nebraska and Colorado (49%) are well above other States.

Five Strictest States

Nebraska (73%)
Colorado (49%)
Louisiana (31%)
Indiana (29%)
Maryland (28%)

Five Most Lenient States

Puerto Rico (5%)
Connecticut (8%)
Pennsylvania (8%)
Hawaii (8%)
Kentucky (9%)

Nonseparations. Proportionally, nonsep eligibility stringency varies even more than separation. TIRs in Tennessee, West Virginia and the District of Columbia slightly are over 1%, compared with over 20% in Maryland and Maine. The States at the high end of this distribution have stringent work search conditions.

Five Strictest States

Maine (22%)
Maryland (22%)
Virginia (18%)
Michigan (16%)
Ohio (16%)

Five Most Lenient States

Indiana (1)
West Virginia (1%)
District of Columbia (1%)
Florida (2%)
New York (2%)

Enforcement

Table 1 includes three measures of enforcement or administration: the ratio of nonmonetary determinations (issues detected) to deniable claims (the numerator of the TIR); the ratio of actual denials to deniable claims; and actual denials to claimant contacts. All are expressed as percentages.

Separations. Separation enforcement appears to be high across the system. As far as the detection of separation issues goes, the lowest State, South Carolina, detects and adjudicates nearly 100% of potentially deniable separation issues; Maryland, Puerto Rico and Connecticut adjudicate well over twice the number of actual deniable cases. The result is that for the country as a whole, 88% of the potentially deniable separations are actually denied; at the low end of the spectrum over two thirds are detected and denied. Over a third of the States seem to deny over 90% of deniable claims involving a separation with Colorado, Nebraska and North Dakota at virtually 100%. As a result, for the country as a whole, about one in seven claimant contacts requiring a separation determination resulted in a denial, or 90% of those that should have been denied.

Using the measure of actual as a percent of potential denials, the strictest and most lenient are:

Five Strictest States

North Dakota (100%)
Nebraska (100%)
Colorado (98%)
Hawaii (98%)
Connecticut (98%)

Five Most Lenient States

Washington (67%)
Puerto Rico (71%)
Wyoming (74%)
Minnesota (75%)
Iowa (75%)

Nonseparations. The picture is quite different for nonseparation issues. The TIR suggests that about 7-8% of weekly claims should be denied, or about half the rate of separation contacts. However, whereas States deny about 90% of the separation claims that should be denied, on average they deny only about 40% of the cases involving a nonseparation determination that should be a denial. The reason is the lower rate of detection, as suggested by the ratio of nonmon adjudications to deniable cases. On average in the country, States raise 1.6 issues for every separation case they should deny, and as a result they deny nearly 90% of the cases they should. For nonseparations, they raise only about 60% as many issues as cases that should be denied, and they end up denying 41% of the issues they should. Their overall efficiency on nonseparations is less than half that for separations.

Using the measure of actual as a percent of potential denials, the strictest and most lenient are:

Five Strictest States

Missouri (81%)
North Dakota (77%)
South Dakota
California (76%)
Pennsylvania (74%)

Five Most Lenient States

South Carolina (9%)
Maine (11%)
Maryland (11%)
Delaware (12%)
Michigan (12%)

The Relationship of Strictness and Enforcement

The ultimate result of strict law and degree of enforcement is the product of the two, or actual denials per claimant contact. Table 1 shows that in the most lenient States, a claimant filing a claim requiring a separation determination has about a 4-7% chance of being denied, versus up to 73 percent in the most stringent (Nebraska). Even in the most stringent States (Alabama, South Dakota, New Hampshire), on the other hand, the chance of being denied when filing a continued claim is about 7%; this falls to under 1% in the most lenient States (Indiana, Kentucky, DC, South Carolina, and West Virginia.)

Simple correlations between legal stringency (TIR) and enforcement (actual as a % of potential denials) suggest opposite patterns for separations and nonseparations. The correlation for separations is + 0.43, which indicates that States with tighter eligibility conditions also tend to deny a higher percent of those their law would deem deniable. The opposite tendency is shown for nonseparations, however: for nonseps, the correlation coefficient was - .53. The States with whose law and policy impose tighter eligibility conditions for continued claims tend to have significantly lower ratios of actual to potential denials. This suggests that many of those conditions, e.g., work search provisions, may be very hard to enforce.

TABLE 1 – NONMON LEGAL STRINGENCY AND ENFORCEMENT MEASURES DURING CY 1998

Legal Stringency: Total Ineligibility Ratios				Potential Ineligibilities Detected				Actual as a % of Potential Denials				Denials As % of Claimant Contacts			
State	Separations	State	Nonsep	State	Separations	State	Nonseps	State	Separations	State	NonSePs	State	Separations	State	NonSePs
PR	5.3%	TN	1.1%	SC	97.2%	SC	13.8%	WA	66.9%	SC	9.0%	PR	3.8%	TN	0.5%
CT	7.5%	WV	1.3%	AK	108.0%	DC	14.2%	PR	70.9%	ME	11.2%	PA	5.9%	KY	0.5%
PA	7.6%	DC	1.3%	NC	113.1%	MA	16.0%	WY	74.1%	MD	11.4%	WY	6.7%	DC	0.7%
HI	8.2%	FL	1.6%	MS	113.1%	KY	18.1%	MN	75.0%	DE	11.6%	KY	7.2%	SC	0.7%
KY	8.6%	NY	2.1%	AL	114.5%	WY	19.9%	IA	75.1%	MT	12.4%	CT	7.3%	WV	0.8%
WY	9.0%	GA	2.2%	NE	120.4%	AZ	20.1%	VA	76.3%	OH	14.9%	WA	7.6%	DE	0.9%
NY	9.1%	CT	2.5%	AR	123.9%	HI	21.3%	NC	76.8%	KY	15.1%	RI	7.7%	FL	1.0%
RI	9.4%	NM	3.0%	IA	128.4%	NV	24.6%	PA	77.6%	TX	15.3%	NY	7.9%	VT	1.1%
OH	9.6%	MA	3.1%	KY	129.8%	TX	24.8%	SC	77.8%	MI	15.8%	HI	8.0%	NJ	1.2%
MI	9.8%	NJ	3.1%	DE	133.8%	IL	26.7%	CA	80.1%	VA	18.3%	OH	8.0%	MI	1.2%
ID	10.3%	KY	3.3%	TN	135.0%	UT	30.0%	ID	81.4%	IL	18.9%	ID	8.4%	CT	1.2%
TN	10.4%	PR	3.4%	MT	137.2%	GA	33.0%	RI	82.3%	IN	21.1%	MN	8.5%	IL	1.3%
ME	10.5%	MS	3.7%	MN	138.6%	WA	34.0%	ME	82.6%	UT	24.2%	MI	8.6%	NM	1.3%
MA	10.9%	PA	3.8%	ID	140.8%	RI	35.2%	OH	82.8%	VT	24.4%	TN	8.7%	PR	1.3%
OR	11.2%	IA	3.8%	GA	142.5%	AR	37.3%	DE	83.3%	NV	25.1%	ME	8.7%	GA	1.4%
ND	11.2%	ND	4.2%	WA	143.4%	SD	38.7%	TN	83.3%	KS	26.2%	NC	8.8%	WA	1.5%
MN	11.3%	VT	4.3%	FL	147.7%	KS	39.1%	OR	83.8%	ID	28.4%	OR	9.4%	NY	1.5%
NC	11.4%	HI	4.6%	CO	147.8%	NM	42.2%	KY	83.8%	OR	28.4%	SC	10.1%	IA	1.5%
WA	11.4%	OK	4.7%	SD	149.6%	OK	42.7%	KS	85.9%	MN	30.2%	MA	10.1%	TX	1.6%
NJ	12.0%	CA	4.8%	NM	149.8%	NJ	43.1%	NY	86.8%	WA	30.3%	VA	10.2%	MA	1.6%
WV	12.1%	AR	4.9%	OH	150.2%	ND	43.6%	MS	86.9%	WY	31.7%	CA	10.4%	RI	1.7%
WI	12.2%	RI	4.9%	MO	151.2%	MD	43.7%	NM	87.2%	AZ	31.7%	NJ	10.8%	NV	1.7%
AL	12.3%	WA	4.9%	NJ	153.3%	NY	47.5%	U.S.	87.6%	RI	33.9%	WI	10.8%	MS	2.0%
VT	12.4%	AK	5.5%	NY	153.7%	ME	49.9%	MI	87.9%	NC	34.1%	DE	11.1%	MT	2.0%
AK	12.6%	MO	5.6%	MI	154.5%	MO	50.6%	AR	88.5%	WI	36.3%	AL	11.2%	MN	2.0%
SC	13.0%	NV	6.7%	VT	154.6%	TN	51.0%	WI	89.0%	NJ	37.1%	ND	11.2%	OR	2.3%
CA	13.0%	IL	6.7%	TX	157.4%	MI	53.7%	TX	89.2%	LA	38.9%	WV	11.7%	HI	2.3%
DE	13.3%	MN	6.7%	VA	157.7%	IA	59.6%	IL	89.5%	PR	38.9%	VT	11.8%	OH	2.4%
VA	13.3%	U.S.	7.5%	ND	160.3%	WI	60.8%	UT	89.6%	IA	40.4%	KS	11.8%	ME	2.5%
IL	13.4%	MI	7.6%	U.S.	161.6%	U.S.	61.1%	NJ	89.6%	U.S.	40.5%	AK	11.9%	MD	2.5%
NH	13.7%	DE	7.7%	WV	165.2%	LA	64.8%	NH	89.7%	CO	41.4%	IL	12.0%	U.S.	2.5%
KS	13.8%	OR	7.9%	IL	165.8%	CT	65.6%	AL	90.6%	NM	43.8%	NH	12.3%	AR	2.5%
MT	13.8%	WY	8.1%	IN	166.2%	PR	66.0%	IN	91.1%	TN	44.6%	MT	12.7%	WY	2.6%
GA	15.7%	SC	8.3%	MA	167.4%	WV	66.5%	MO	91.6%	AK	48.6%	IA	13.5%	IN	2.6%
AR	15.7%	WI	8.4%	LA	167.8%	VT	68.9%	MT	91.8%	CT	49.1%	AR	13.9%	AK	2.7%
U.S.	16.2%	LA	8.4%	DC	167.8%	OH	69.0%	DC	91.8%	HI	49.2%	U.S.	14.5%	KS	2.7%
DC	16.5%	NC	8.4%	RI	171.2%	NE	70.7%	AZ	92.3%	MA	51.8%	NM	14.5%	PA	2.8%
AZ	16.6%	NE	8.6%	CA	173.4%	NC	72.5%	FL	92.4%	AR	51.9%	GA	14.7%	NC	2.9%
NM	16.7%	SD	9.1%	OK	175.7%	AK	73.6%	MA	92.6%	MS	54.7%	DC	15.2%	OK	2.9%
SD	17.9%	TX	10.2%	PA	176.5%	ID	75.6%	NV	92.7%	DC	55.5%	AZ	15.3%	UT	3.0%
IA	18.0%	KS	10.4%	OR	176.8%	MN	77.6%	GA	93.5%	AL	60.9%	SD	16.8%	WI	3.0%
OK	18.7%	NH	10.5%	NV	177.0%	FL	90.7%	SD	93.5%	OK	61.1%	NV	17.7%	ND	3.2%
NV	19.1%	AZ	10.8%	ME	180.5%	NH	90.7%	AK	95.1%	WV	61.3%	OK	18.0%	LA	3.3%
UT	21.1%	AL	11.0%	AZ	188.6%	PA	91.3%	MD	95.5%	FL	63.6%	MS	18.8%	VA	3.3%
MS	21.6%	IN	12.3%	UT	189.3%	VA	93.7%	LA	95.6%	NE	63.8%	UT	18.9%	AZ	3.4%
MO	21.9%	UT	12.5%	NH	192.9%	CO	95.0%	VT	95.7%	GA	64.4%	MO	20.0%	CA	3.7%
FL	23.6%	CO	13.8%	WI	194.4%	IN	103.0%	OK	96.1%	NH	68.3%	FL	21.8%	ID	4.1%
TX	24.6%	ID	14.5%	KS	200.9%	OR	108.8%	WV	96.4%	NY	72.0%	TX	21.9%	MO	4.5%
MD	27.8%	OH	16.1%	HI	201.4%	MT	111.3%	CT	97.5%	PA	74.2%	IN	26.3%	NE	5.5%
IN	28.8%	MT	16.3%	WY	209.5%	DE	120.4%	HI	97.7%	CA	76.1%	MD	26.5%	CO	5.7%
LA	30.7%	VA	17.9%	MD	215.3%	MS	133.8%	CO	98.3%	SD	76.6%	LA	29.3%	AL	6.7%
CO	48.6%	MD	21.7%	PR	248.4%	CA	160.1%	NE	99.7%	ND	76.9%	CO	47.8%	SD	7.0%
NE	73.3%	ME	22.0%	CT	321.3%	AL	174.1%	ND	100.0%	MO	81.1%	NE	73.1%	NH	7.2%

UI QUARTERLY MANAGEMENT REPORT

CHART I

Report Period: April 1, 2000 to June 30, 2000

Rundate: 28-Sep-2000

	NATIONAL AGGREGATE				STATE PERFORMANCE					
	3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
					High	Low	High	Low	High	Low
MACRO INDICATORS										
Net UI Contributions (3-yr. is annual avg.)	19.9B	20.1B	2.6B	9.9B	1.9B	1.7M	462M	696M	1.4B	1.0M
Net UI Benefits (3-yr. is annual avg.)	18.8B	18.8B	6.0B	4.3B	1.3B	0.8M	704M	528M	561M	0.3M
TUR (unadjusted)	4.4%	4.1%	4.4%	3.9%	11.3%	2.4%	10.9%	2.7%	10.0%	2.1%
IUR (unadjusted)	1.8%	1.7%	2.1%	1.5%	5.3%	0.6%	6.5%	0.8%	5.0%	0.5%
Total Unemployment Level (weekly, unadjusted)	6.1M	5.7M	6.2M	5.5M	0.8M	9,310	0.9M	11,245	0.8M	8,204
Insured Unemployment Level (weekly, unadjusted)	2.2M	2.1M	2.6M	1.9M	0.4M	2,003	0.4M	3,192	0.3M	1,642
Number of First Payments (3-yr. is annual avg.)	7.0M	6.7M	2.2M	1.3M	1.0M	1,260	0.3M	190	0.2M	238
Number of Initial Claims (3-yr. is annual avg.)	15.9M	14.9M	4.2M	3.3M	2.5M	1,871	0.7M	299	0.6M	486
Average Duration of Benefits (weeks)	14.3	14.4	^	^	21.0	9.4	^	^	^	^
Exhaustion Rate	32.4%	33.1%	^	^	57.1%	6.0%	^	^	^	^
GPRA PERFORMANCE										
UI Reciprocity Rate	36.6%	36.9%	42.0%	34.9%	65.2%	19.5%	78.6%	20.9%	65.7%	12.3%
Wage Replacement Ratio (BAM)	46.2%	46.3%	46.3%	46.5%	57.4%	30.5%	57.9%	28.2%	57.3%	30.4%
% UI Claimants Registered with ES (BAM)	60.7%	60.0%	54.5%	59.2%	99.0%	17.0%	100.0%	12.0%	100.0%	16.0%
OTHER IMPORTANT MEASURES OF PERFORMANCE										
% of Contributory Employers Filing Reports Timely	87.1%	84.8%	84.2%	80.7%	98.4%	35.4%	99.7%	61.3%	97.8%	61.3%
Cont. Claims Payment Timeliness, Intra, 21 days	93.3%	93.4%	93.9%	93.9%	99.6%	81.1%	99.6%	78.4%	99.6%	78.4%
BAM Overpayment Rate	8.72%	8.84%	9.38%	7.17%	21.02%	2.91%	23.90%	1.46%	25.85%	1.23%
Fraud Overpayment Recovery Rate	53.0%	53.8%	62.9%	56.5%	201.8%	16.4%	422.1%	32.5%	225.5%	26.9%
Nonfraud Overpayment Recovery Rate	55.3%	56.3%	61.4%	56.7%	97.2%	20.3%	142.5%	28.2%	460.2%	31.2%
% of Amounts Due that were Paid Timely	87.1%	91.9%	^	^	100.0%	0.7%	^	^	^	^
% of Accounts Receivable at end of report period	2.9%	2.6%	^	^	19.5%	0.2%	^	^	^	^
% of Change in total wages resulting from audit	3.9%	4.1%	3.5%	5.1%	21.0%	0.6%	18.2%	0.5%	62.7%	0.5%
% of Contributory employers who are audited	1.9%	2.1%	^	^	4.3%	0.2%	^	^	^	^
% of Total wages audited (annualized)	1.3%	0.7%	^	^	4.1%	0.1%	^	^	^	^
UI and the WORKFORCE DEVELOPMENT SYSTEM										
% of UI claimants receiving referrals from ES (BAM)	16.0%	14.9%	12.4%	15.4%	49.2%	0.4%	43.2%	0.6%	57.1%	0.0%
% of UI claimants in Training (BAM)	5.0%	5.1%	4.6%	4.6%	10.2%	1.9%	10.8%	1.0%	12.3%	1.0%
Claimants profiled as % of ICs	41.4%	39.9%	45.5%	35.2%	66.6%	9.6%	123.9%	8.2%	73.9%	12.0%
Claimants pooled as % of those profiled	32.9%	37.1%	34.5%	44.1%	97.9%	1.0%	97.6%	0.7%	97.9%	2.0%
Claimants referred to services as % of pooled	36.5%	36.7%	37.0%	35.8%	101.6%	3.8%	97.1%	5.4%	118.7%	2.0%
* Data not available										
^ Measure is calculated on a yearly basis only										

QUARTERLY MANAGEMENT REPORT

CHART II

Report Period: April 1, 2000 to June 30, 2000

Rundate: 29-Sep-2000

TIER 1 MEASURES	CRITERION	NATIONAL AGGREGATE				STATE PERFORMANCE					
		3-Yr	1-Yr	Prev Qtr	Curr Qtr	Previous Quarter			Current Quarter		
						High	Low	Fail	High	Low	Fail
FIRST PAYMENT TIMELINESS											
1st Pays in 14/21 Days (combined)	90%	89.1%	88.9%	89.2%	8940.0%	98.3%	69.1%	20	9800.0%	7590.0%	21
1st Pays in 14/21 Days (intrastate)	87%	89.9%	89.6%	90.0%	90.1%	98.5%	72.3%	9	100.1%	80.3%	8
1st Pays in 14/21 Days (interstate)	70%	79.0%	79.9%	78.6%	81.8%	96.0%	30.0%	10	9610.0%	2500.0%	4
1st Pays in 35 Days (combined)	95%	97.0%	96.7%	97.0%	96.7%	99.9%	88.5%	6	99.7%	88.6%	6
1st Pays in 35 Days (intrastate)	93%	97.1%	96.9%	97.2%	96.8%	99.9%	89.6%	3	99.8%	88.9%	2
1st Pays in 35 Days (interstate)	78%	93.0%	93.5%	93.1%	93.9%	99.1%	50.0%	1	100.0%	50.0%	1
NONMONETARY DETERMINATIONS											
Separation Determinations within 21 Days	80%	72.6%	70.2%	67.9%	70.9%	98.4%	8.6%	33	98.2%	20.4%	30
Nonseparation Determinations within 14 Days	80%	67.5%	63.5%	63.8%	63.0%	95.8%	33.8%	42	94.6%	32.5%	42
Nonmon Determ scoring > 80 pts	75%	70.3%	71.2%	70.2%	69.2%	96.6%	34.2%	29	96.1%	20.4%	27
LOWER AUTHORITY APPEALS											
LAA decisions within 30 days	60%	70.0%	72.8%	72.0%	71.4%	99.9%	9.4%	7	99.9%	3.0%	7
LAA decisions within 45 days	80%	86.6%	88.2%	87.3%	86.6%	100.0%	21.9%	4	100.0%	10.7%	6
LAA decisions within 90 days	95%	1.0	96.6%	96.0%	95.7%	100.0%	69.9%	9	100.0%	61.5%	4
LA benefit appeals with combined scores > 85%	80%	92.4%	94.7%	95.4%	94.4%	100.0%	78.9%	1	100.0%	75.0%	3
HIGHER AUTHORITY APPEALS											
HAA decisions within 45 days	50%	65.4%	70.5%	71.7%	72.5%	100.0%	26.4%	6	100.0%	14.6%	3
HAA decisions within 75 days	80%	88.1%	92.2%	92.1%	92.7%	100.0%	79.0%	1	100.0%	74.0%	1
HAA decisions within 150 days	95%	9680.0%	98.5%	98.4%	98.8%	100.0%	91.3%	4	100.0%	95.6%	0
NEW STATUS DETERMINATIONS											
New status determinations made within 90 days	60%	79.9%	80.3%	79.6%	82.0%	98.2%	47.4%	3	95.7%	39.9%	2
New status determinations made within 180 days	80%	89.9%	90.3%	88.7%	90.3%	99.3%	63.0%	7	98.4%	50.1%	2
TIMELINESS OF TRANSFERS FROM CA TO TF											
# Days of transfer from clearing account to trust fund	<= 2 days	2.4	2.3	2.7	2.2	20.3	0.0	29	15.0	0.0	20
Annual ratio	<=1.75	1.93	1.94	1.99	2.00	28.20	-0.10	23	17.91	-1.48	14

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION I - BOSTON

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	CT		ME		MA		NH		RI		VT	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	93.9%	92.9%	84.0%	85.4%	88.9%	89.2%	92.2%	90.6%	82.5%	88.5%	92.4%	90.6%
1st Pays in 14/21 days - intrastate	87%	95.1%	95.4%	88.5%	87.7%	89.7%	90.0%	93.2%	91.8%	82.7%	89.0%	92.3%	91.2%
1st Pays in 14/21 days - interstate	70%	74.8%	72.9%	39.8%	52.6%	82.7%	80.8%	86.4%	79.2%	68.8%	75.1%	90.3%	83.6%
1st Pays in 35 days (combined)	95%	96.9%	96.5%	96.2%	96.7%	95.5%	96.5%	97.2%	96.6%	95.4%	96.7%	97.8%	97.9%
1st Pays in 35 days - intrastate	93%	97.5%	97.9%	97.0%	97.1%	95.7%	96.7%	97.6%	97.1%	95.6%	96.8%	97.8%	98.1%
1st Pays in 35 days - interstate	78%	84.7%	87.5%	87.4%	88.8%	91.6%	92.6%	92.7%	89.7%	89.2%	92.1%	96.3%	95.0%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	88.1%	88.8%	76.0%	69.5%	60.2%	58.7%	77.6%	68.7%	76.9%	73.1%	65.0%	55.4%
Nonseparation Determinations within 14 days	80%	68.9%	66.0%	71.9%	68.2%	45.9%	47.7%	55.3%	51.0%	67.3%	67.7%	62.6%	64.6%
Nonmonetary Determinations scoring ≥ 80 pts	75%	*	68.3%	65.2%	70.5%	67.3%	77.0%	67.5%	70.6%	*	86.9%	*	68.6%
Lower Authority Appeals													
LA decisions within 30 days	60%	81.2%	76.7%	59.4%	66.2%	82.8%	81.1%	78.2%	67.2%	9750.0%	% 96.7%	83.0%	72.4%
LA decisions within 45 days	80%	91.5%	90.6%	90.1%	90.3%	94.6%	94.5%	90.1%	87.3%	99.6%	99.3%	95.8%	93.1%
LA decisions within 90 days	95%	96.8%	96.3%	98.8%	98.8%	99.1%	99.3%	98.7%	98.2%	100.0%	100.0%	98.8%	98.7%
LA benefit appeals with combined scores ≥ 85%	80%	100.0%	97.4%	95.0%	98.7%	85.0%	84.6%	94.7%	94.9%	100.0%	98.8%	*	100.0%
Higher Authority Appeals													
HA decisions within 45 days	50%	71.8%	76.6%	69.4%	59.7%	84.6%	84.9%	93.2%	81.4%	90.3%	84.1%	73.5%	64.6%
HA decisions within 75 days	80%	92.4%	93.2%	100.0%	92.6%	94.5%	92.3%	100.0%	96.5%	97.6%	95.2%	100.0%	95.0%
HA decisions within 150 days	95%	98.3%	98.3%	100.0%	99.6%	98.4%	98.8%	100.0%	98.8%	99.4%	96.9%	100.0%	98.9%
Tax/Cash Management													
New status determinations made within 90 days	60%	88.2%	88.1%	83.8%	82.2%	69.9%	70.6%	89.2%	85.7%	95.7%	94.4%	77.9%	67.5%
New status determinations made within 180 days	80%	92.5%	92.7%	91.0%	90.6%	86.7%	86.1%	95.4%	93.1%	97.5%	97.3%	86.6%	78.3%
Days' worth of deposits in Clearing Account	≤ 2 days	2.5	2.3	2.0	2.1	1.4	1.4	2.9	3.7	0.2	0.2	1.7	1.6
Annual Ratio	≤ 1.75	1.19	1.80	1.83	2.50	0.01	0.06	2.11	3.82	0.27	0.32	0.30	0.39
GPRA Performance													
UI Reciprocity Rate	NA	61.2%	65.2%	35.6%	35.3%	65.7%	63.9%	16.0%	20.1%	64.1%	64.8%	58.8%	52.7%
BAM Wage Replacement Ratio	NA	44.3%	44.8%	52.2%	51.6%	48.3%	46.9%	42.1%	43.2%	57.3%	57.4%	54.3%	52.0%
UI claimants registered with ES (BAM)	NA	40.0%	42.3%	80.8%	82.0%	43.7%	48.8%	87.2%	84.6%	92.4%	88.3%	31.5%	57.7%

* Data not available

UI QUARTERLY MANAGEMENT REPORT **REGION I - NEW YORK**

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	90.7%	89.0%	83.9%	78.0%	94.8%	93.2%	75.9%	76.1%
1st Pays in 14/21 days - intrastate	87%	92.0%	90.2%	84.2%	78.5%	100.1%	96.6%	81.2%	78.5%
1st Pays in 14/21 days - interstate	70%	75.6%	73.7%	76.7%	70.9%	85.0%	55.5%	25.0%	28.1%
1st Pays in 35 days (combined)	95%	97.5%	97.6%	94.2%	91.5%	98.9%	97.9%	91.8%	92.5%
1st Pays in 35 days - intrastate	93%	97.9%	98.0%	94.2%	91.6%	99.5%	98.9%	95.0%	94.0%
1st Pays in 35 days - interstate	78%	89.0%	90.0%	89.0%	87.7%	98.1%	72.3%	50.0%	57.9%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	82.5%	75.6%	45.1%	42.5%	75.0%	69.7%	69.2%	61.9%
Nonseparation Determinations within 14 days	80%	59.5%	57.4%	47.3%	49.2%	69.8%	61.7%	52.9%	62.8%
Nonmonetary Determinations scoring ≥ 80 pts	75%	59.4%	55.2%	40.2%	37.7%	54.8%	6.0%	*	*
Lower Authority Appeals									
LA decisions within 30 days	60%	86.6%	81.8%	77.6%	78.3%	3.0%	17.5%	70.6%	67.4%
LA decisions within 45 days	80%	93.5%	91.2%	89.2%	89.4%	10.7%	40.1%	88.2%	83.1%
LA decisions within 90 days	95%	98.7%	98.0%	97.0%	97.2%	61.5%	82.6%	100.0%	97.8%
LA benefit appeals with combined scores ≥ 85%	80%	85.0%	88.3%	90.0%	90.4%	95.0%	93.6%	*	*
Higher Authority Appeals									
HA decisions within 45 days	50%	83.9%	81.9%	64.4%	59.9%	80.4%	78.7%	**	**
HA decisions within 75 days	80%	95.8%	94.6%	88.9%	88.1%	93.7%	91.5%	**	**
HA decisions within 150 days	95%	99.5%	99.4%	95.6%	94.5%	100.0%	98.9%	**	**
Tax/Cash Management									
New status determinations made within 90 days	60%	*	43.5%	87.9%	82.6%	*	71.1%	*	*
New status determinations made within 180 days	80%	*	70.5%	95.1%	94.9%	*	93.5%	*	*
Days' worth of deposits in Clearing Account	≤ 2 days	*	*	1.3	1.9	*	*	0.1	0.1
Annual Ratio	≤ 1.75	0.04	0.05	0.34	2.23	*	*	3.39	4.26
GPRA Performance									
UI Reciprocity Rate	NA	51.3%	49.4%	34.5%	34.4%	12.3%	30.3%	*	*
BAM Wage Replacement Ratio	NA	53.9%	54.6%	48.6%	47.3%	45.4%	44.2%	*	*
UI claimants registered with ES (BAM)	NA	42.2%	36.3%	17.7%	44.2%	62.4%	63.8%	0.0%	0.0%
* Data not available									
** State does not have higher authority appeals.									

UI QUARTERLY MANAGEMENT REPORT REGION II

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	92.9%	92.6%	86.9%	85.4%	92.4%	92.5%	88.3%	89.9%	92.7%	92.5%	89.3%	92.0%
1st Pays in 14/21 days - intrastate	87%	94.0%	94.5%	89.2%	88.3%	93.5%	93.6%	89.3%	91.1%	94.3%	93.9%	89.7%	93.0%
1st Pays in 14/21 days - interstate	70%	84.1%	78.8%	81.3%	78.6%	75.7%	74.8%	82.9%	83.7%	84.1%	82.0%	81.6%	83.5%
1st Pays in 35 days (combined)	95%	95.9%	96.7%	97.5%	95.7%	95.4%	96.2%	97.0%	97.8%	97.0%	98.1%	94.8%	98.1%
1st Pays in 35 days - intrastate	93%	96.5%	97.4%	97.6%	96.2%	96.0%	96.7%	97.0%	97.8%	97.8%	98.4%	94.4%	98.0%
1st Pays in 35 days - interstate	78%	91.4%	90.8%	97.2%	94.5%	86.6%	87.9%	94.2%	94.9%	95.0%	95.2%	95.3%	97.5%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	86.3%	80.1%	61.0%	61.1%	92.9%	90.5%	57.4%	60.2%	79.1%	78.3%	98.2%	98.4%
Nonseparation Determinations within 14 days	80%	69.1%	63.7%	42.7%	51.0%	88.9%	85.8%	32.5%	36.9%	91.5%	92.0%	94.6%	95.3%
Nonmonetary Determinations scoring ≥ 80 pts	75%	70.4%	73.9%	35.8%	48.9%	73.5%	75.4%	68.0%	69.1%	83.8%	81.1%	*	96.2%
Lower Authority Appeals													
LA decisions within 30 days	60%	69.8%	73.0%	72.1%	67.1%	89.9%	85.7%	79.3%	80.3%	8510.0%	% 85.3%	78.6%	82.4%
LA decisions within 45 days	80%	97.5%	99.2%	88.2%	87.5%	97.2%	95.8%	92.6%	92.8%	95.4%	95.7%	94.2%	95.2%
LA decisions within 90 days	95%	99.8%	99.9%	96.8%	96.5%	99.6%	99.4%	99.2%	99.0%	99.5%	99.6%	99.3%	99.4%
LA benefit appeals with combined scores ≥ 85%	80%	100.0%	95.0%	80.0%	90.0%	100.0%	98.6%	*	96.6%	100.0%	100.0%	100.0%	96.2%
Higher Authority Appeals													
HA decisions within 45 days	50%	82.0%	75.0%	89.4%	79.3%	66.0%	59.7%	70.8%	62.2%	74.5%	70.6%	83.6%	89.6%
HA decisions within 75 days	80%	91.4%	89.5%	97.7%	93.2%	93.6%	91.7%	90.0%	86.1%	98.2%	95.3%	98.9%	98.7%
HA decisions within 150 days	95%	96.4%	96.0%	100.0%	99.0%	96.0%	97.5%	98.9%	98.2%	98.9%	98.4%	100.0%	99.7%
Tax/Cash Management													
New status determinations made within 90 days	60%	77.9%	78.1%	78.3%	73.4%	86.0%	88.0%	39.9%	48.2%	77.7%	71.0%	91.2%	89.9%
New status determinations made within 180 days	80%	85.5%	86.9%	85.7%	85.7%	91.4%	92.8%	50.1%	58.7%	89.8%	88.4%	94.7%	94.3%
Days' worth of deposits in Clearing Account	≤ 2 days	1.6	2.2	2.1	4.8	1.5	1.3	0.0	0.1	2.6	4.7	1.4	1.4
Annual Ratio	≤ 1.75	0.90	1.54	0.83	4.50	0.13	0.10	0.01	0.05	2.08	4.82	1.22	1.39
GPRA Performance													
UI Reciprocity Rate	NA	35.4%	41.7%	42.3%	39.8%	29.8%	30.4%	51.3%	53.3%	21.8%	22.7%	29.2%	30.0%
BAM Wage Replacement Ratio	NA	44.7%	46.7%	44.1%	45.6%	46.7%	46.5%	56.0%	54.3%	46.7%	44.5%	41.3%	41.5%
UI claimants registered with ES (BAM)	NA	43.2%	45.6%	20.0%	33.6%	33.6%	40.7%	22.4%	27.3%	85.4%	82.8%	64.2%	61.9%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION III

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness																	
1st Pays in 14/21 days (combined)	90%	94.7%	95.3%	91.6%	86.6%	92.3%	92.4%	92.9%	93.3%	92.5%	93.2%	88.5%	83.9%	93.9%	92.4%	96.5%	95.9%
1st Pays in 14/21 days - intrastate	87%	94.8%	95.5%	92.1%	87.2%	93.8%	93.9%	94.0%	94.1%	92.7%	93.5%	88.6%	84.8%	94.1%	93.4%	97.0%	96.7%
1st Pays in 14/21 days - interstate	70%	88.4%	88.0%	88.1%	83.3%	83.7%	83.3%	69.5%	71.6%	79.1%	76.6%	71.6%	70.0%	89.9%	89.7%	80.3%	78.3%
1st Pays in 35 days (combined)	95%	98.0%	98.5%	96.7%	95.9%	96.5%	96.4%	97.2%	97.9%	97.1%	97.3%	95.1%	93.2%	98.2%	98.3%	98.5%	98.6%
1st Pays in 35 days - intrastate	93%	98.0%	98.6%	96.8%	96.0%	96.7%	96.8%	97.6%	98.1%	97.1%	97.2%	95.1%	93.5%	98.2%	98.2%	98.5%	98.6%
1st Pays in 35 days - interstate	78%	94.6%	95.3%	96.0%	94.8%	92.7%	92.6%	84.4%	87.0%	94.5%	94.3%	88.5%	88.6%	97.1%	96.3%	94.8%	94.9%
Nonmonetary Determinations																	
Separation Determinations within 21 days	80%	55.5%	57.1%	75.5%	68.0%	93.6%	92.5%	88.2%	87.3%	82.5%	84.3%	40.7%	40.6%	93.3%	92.2%	86.8%	88.3%
Nonseparation Determinations within 14 days	80%	70.3%	76.4%	55.6%	51.2%	75.2%	70.3%	78.3%	79.4%	64.5%	73.6%	53.1%	54.6%	81.1%	82.2%	72.5%	72.5%
Nonmonetary Determinations scoring ≥ 80 pts	75%	82.5%	80.7%	45.1%	55.2%	60.5%	66.7%	88.7%	86.3%	92.2%	88.6%	27.0%	38.5%	93.3%	91.2%	85.7%	76.2%
Lower Authority Appeals																	
LA decisions within 30 days	60%	85.0%	84.1%	76.8%	73.6%	89.1%	88.6%	47.2%	32.3%	91.8%	86.2%	68.5%	66.4%	99.9%	99.9%	71.2%	69.5%
LA decisions within 45 days	80%	96.8%	96.8%	92.4%	90.8%	97.5%	97.5%	71.7%	60.2%	98.6%	97.1%	84.6%	84.8%	100.0%	100.0%	89.9%	88.6%
LA decisions within 90 days	95%	99.8%	99.9%	97.4%	96.3%	99.8%	99.8%	90.9%	91.4%	99.9%	99.9%	97.7%	97.8%	100.0%	100.0%	99.0%	97.5%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	98.7%	82.5%	88.2%	100.0%	98.7%	100.0%	97.1%	95.0%	98.7%	94.4%	95.9%	100.0%	98.9%	90.0%	85.9%
Higher Authority Appeals																	
HA decisions within 45 days	50%	67.1%	71.5%	63.9%	57.5%	98.5%	96.1%	73.6%	68.8%	96.7%	95.7%	87.0%	75.6%	91.2%	76.6%	87.0%	87.4%
HA decisions within 75 days	80%	81.7%	83.5%	94.6%	94.3%	100.0%	99.9%	96.2%	94.8%	99.2%	98.8%	94.3%	89.6%	99.6%	89.1%	96.2%	93.5%
HA decisions within 150 days	95%	99.0%	99.0%	99.7%	99.6%	100.0%	100.0%	99.5%	99.5%	99.6%	99.6%	99.1%	98.6%	100.0%	99.1%	99.9%	98.7%
Tax/Cash Management																	
New status determinations made within 90 days	60%	76.7%	73.0%	*	76.6%	61.1%	59.7%	92.9%	89.1%	*	72.7%	81.5%	79.3%	80.5%	81.3%	88.0%	84.0%
New status determinations made within 180 days	80%	85.9%	85.5%	*	90.2%	91.1%	89.5%	93.7%	92.9%	*	82.2%	90.3%	90.9%	91.3%	91.9%	92.4%	90.3%
Days' worth of deposits in Clearing Account	≤ 2 days	1.4	1.5	2.0	2.0	2.6	3.0	1.4	1.4	0.2	1.3	1.5	1.7	2.4	2.4	1.4	1.2
Annual Ratio	≤ 1.75	1.14	1.07	*	*	2.95	4.96	0.09	0.28	-1.48	0.07	-0.25	0.06	1.02	1.29	0.35	0.35
GPRA Performance																	
UI Reciprocity Rate	NA	28.0%	28.5%	22.3%	25.1%	20.4%	21.9%	28.8%	30.2%	23.2%	26.7%	35.9%	41.1%	29.1%	30.2%	37.6%	37.3%
BAM Wage Replacement Ratio	NA	44.9%	44.5%	50.3%	49.4%	45.7%	46.7%	52.6%	50.6%	45.7%	47.4%	51.4%	52.2%	49.1%	48.0%	46.3%	44.9%
UI claimants registered with ES (BAM)	NA	84.1%	78.9%	88.1%	88.9%	86.6%	86.6%	52.9%	53.2%	58.6%	56.4%	82.3%	77.1%	85.4%	79.0%	64.3%	61.6%

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION IV - DALLAS

Report Period: July 1, 1999 to June 30, 2000

Run date: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness											
1st Pays in 14/21 days (combined)	90%	93.7%	92.0%	81.3%	82.7%	89.8%	88.5%	91.6%	91.9%	89.2%	86.7%
1st Pays in 14/21 days - intrastate	87%	93.6%	91.6%	81.3%	82.8%	90.5%	89.2%	92.1%	92.5%	89.4%	86.8%
1st Pays in 14/21 days - interstate	70%	78.6%	74.1%	78.8%	78.7%	73.4%	76.5%	85.2%	85.0%	88.3%	88.5%
1st Pays in 35 days (combined)	95%	97.9%	97.7%	91.2%	93.1%	97.2%	96.9%	96.5%	97.0%	97.7%	97.2%
1st Pays in 35 days - intrastate	93%	97.0%	97.4%	93.8%	93.1%	97.0%	97.0%	97.1%	97.0%	97.0%	97.1%
1st Pays in 35 days - interstate	78%	93.0%	92.9%	92.1%	92.6%	88.5%	92.8%	96.9%	95.1%	97.0%	97.2%
Nonmonetary Determinations											
Separation Determinations within 21 days	80%	72.4%	63.6%	35.1%	39.1%	64.5%	59.0%	87.9%	87.2%	62.9%	60.5%
Nonseparation Determinations within 14 days	80%	63.7%	62.8%	44.8%	38.6%	54.4%	46.9%	83.4%	86.5%	65.8%	65.9%
Nonmonetary Determinations scoring ≥ 80 pts	75%	76.7%	77.6%	*	74.3%	83.6%	70.1%	84.5%	77.1%	84.5%	78.2%
Lower Authority Appeals											
LA decisions within 30 days	60%	93.6%	95.1%	76.9%	71.7%	75.8%	79.3%	97.5%	96.7%	52.0%	60.3%
LA decisions within 45 days	80%	98.0%	98.8%	91.5%	89.1%	89.5%	91.5%	99.3%	99.4%	67.3%	77.1%
LA decisions within 90 days	95%	99.8%	99.9%	98.8%	98.5%	98.8%	99.0%	99.9%	99.9%	84.0%	90.3%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	100.0%	*	100.0%	97.3%	94.9%	98.7%	92.5%	96.3%	87.7%
Higher Authority Appeals											
HA decisions within 45 days	50%	88.5%	87.7%	96.0%	92.8%	78.1%	90.3%	87.2%	83.7%	81.1%	81.1%
HA decisions within 75 days	80%	96.3%	95.4%	100.0%	98.7%	97.7%	99.2%	98.6%	96.1%	96.3%	96.6%
HA decisions within 150 days	95%	98.4%	98.4%	100.0%	99.9%	100.0%	100.0%	99.3%	98.6%	99.9%	99.6%
Tax/Cash Management											
New status determinations made within 90 days	60%	71.5%	70.4%	80.5%	81.7%	88.5%	86.8%	79.4%	74.3%	81.7%	79.1%
New status determinations made within 180 days	80%	87.2%	85.9%	87.9%	87.8%	93.1%	92.2%	91.0%	89.2%	87.9%	88.3%
Days' worth of deposits in Clearing Account	≤ 2 days	1.7	2.0	1.7	1.9	3.8	1.9	0.3	0.5	0.8	1.2
Annual Ratio	≤ 1.75	0.74	1.15	1.85	1.94	3.72	1.42	0.46	0.73	0.55	1.29
GPRA Performance											
UI Reciprocity Rate	NA	40.3%	42.9%	24.4%	25.3%	20.9%	22.1%	24.5%	25.1%	22.6%	24.8%
BAM Wage Replacement Ratio	NA	51.3%	52.9%	45.3%	42.5%	48.8%	47.1%	50.1%	51.2%	52.5%	51.3%
UI claimants registered with ES (BAM)	NA	49.1%	46.4%	75.0%	82.4%	83.8%	79.9%	97.5%	97.9%	92.1%	91.6%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION IV - DENVER

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	92.3%	91.4%	93.4%	92.5%	97.5%	97.7%	89.5%	90.7%	98.0%	97.9%	91.6%	92.3%
1st Pays in 14/21 days - intrastate	87%	92.5%	91.6%	93.3%	92.8%	97.6%	98.0%	88.7%	91.0%	98.2%	98.1%	92.8%	94.0%
1st Pays in 14/21 days - interstate	70%	90.0%	87.0%	90.9%	81.9%	95.3%	94.7%	82.8%	76.9%	94.1%	95.3%	77.2%	77.4%
1st Pays in 35 days (combined)	95%	96.8%	97.0%	98.0%	98.2%	99.6%	99.3%	98.3%	98.1%	99.7%	99.8%	98.3%	98.4%
1st Pays in 35 days - intrastate	93%	96.9%	97.0%	97.8%	98.0%	99.6%	99.4%	98.1%	98.1%	99.8%	99.9%	98.8%	98.7%
1st Pays in 35 days - interstate	78%	96.1%	95.5%	97.7%	95.9%	100.0%	98.5%	94.8%	95.3%	98.6%	99.2%	91.8%	95.5%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	37.3%	36.8%	89.2%	83.8%	34.0%	40.9%	66.7%	66.7%	90.5%	89.2%	83.3%	80.2%
Nonseparation Determinations within 14 days	80%	59.7%	59.1%	76.6%	73.0%	90.5%	88.8%	61.2%	63.6%	71.7%	71.6%	71.5%	70.1%
Nonmonetary Determinations scoring ≥ 80 pts	75%	36.2%	47.4%	82.0%	83.5%	*	58.9%	66.5%	64.1%	*	78.7%	78.5%	83.8%
Lower Authority Appeals													
LA decisions within 30 days	60%	83.5%	83.9%	74.8%	82.1%	73.6%	73.8%	84.8%	86.0%	74.5%	60.8%	85.5%	88.0%
LA decisions within 45 days	80%	94.1%	94.3%	96.5%	96.7%	91.2%	91.1%	95.5%	96.4%	91.6%	89.6%	96.1%	97.1%
LA decisions within 90 days	95%	99.0%	99.1%	100.0%	99.7%	98.7%	99.1%	100.0%	99.9%	99.7%	98.9%	99.6%	99.9%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	100.0%	*	98.3%	*	88.3%	100.0%	97.5%	88.3%	92.2%	95.0%	88.6%
Higher Authority Appeals													
HA decisions within 45 days	50%	52.2%	54.1%	65.5%	50.0%	91.4%	93.8%	100.0%	97.5%	39.1%	39.3%	90.7%	66.5%
HA decisions within 75 days	80%	96.5%	96.5%	92.7%	95.7%	98.6%	99.3%	100.0%	100.0%	82.1%	84.7%	97.7%	95.5%
HA decisions within 150 days	95%	99.4%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	99.3%	100.0%	99.4%
Tax/Cash Management													
New status determinations made within 90 days	60%	93.0%	94.7%	*	89.3%	76.4%	72.6%	78.4%	76.4%	*	83.1%	91.8%	85.1%
New status determinations made within 180 days	80%	98.4%	97.7%	*	95.4%	84.9%	85.3%	87.9%	87.4%	*	91.8%	95.9%	92.0%
Days' worth of deposits in Clearing Account	≤ 2 days	2.6	2.2	1.1	1.2	0.8	0.9	3.7	2.9	4.0	3.2	1.2	1.2
Annual Ratio	≤ 1.75	1.49	1.38	1.37	1.15	1.20	1.33	4.99	3.40	3.46	2.47	0.08	0.11
GPRA Performance													
UI Reciprocity Rate	NA	24.4%	25.4%	31.0%	32.9%	35.1%	38.9%	17.8%	19.5%	28.7%	30.0%	26.2%	25.3%
BAM Wage Replacement Ratio	NA	44.8%	47.2%	43.4%	42.5%	47.8%	46.4%	44.4%	45.8%	50.4%	48.1%	49.3%	48.9%
UI claimants registered with ES (BAM)	NA	74.5%	75.3%	33.0%	31.7%	100.0%	97.3%	62.7%	61.8%	63.2%	60.2%	91.3%	93.3%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT **REGION V - CHICAGO**

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	90.8%	91.7%	88.3%	88.3%	85.5%	85.8%	91.5%	91.8%	91.7%	92.2%	93.8%	95.1%
1st Pays in 14/21 days - intrastate	87%	91.0%	92.0%	88.9%	89.2%	86.1%	86.4%	92.1%	92.4%	92.2%	92.8%	93.8%	95.4%
1st Pays in 14/21 days - interstate	70%	84.8%	83.6%	73.0%	70.0%	71.3%	63.9%	80.1%	81.0%	83.7%	82.6%	92.9%	91.3%
1st Pays in 35 days (combined)	95%	96.7%	97.3%	95.9%	96.7%	97.1%	97.6%	98.1%	98.4%	98.1%	98.4%	97.4%	98.0%
1st Pays in 35 days - intrastate	93%	96.8%	97.4%	96.2%	97.0%	97.3%	97.8%	98.3%	98.5%	98.1%	98.4%	97.4%	98.0%
1st Pays in 35 days - interstate	78%	93.9%	94.6%	85.8%	87.8%	93.5%	92.5%	94.3%	95.5%	95.3%	95.7%	96.4%	96.3%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	87.5%	86.3%	76.9%	73.8%	62.4%	59.0%	73.8%	70.0%	33.8%	36.2%	84.8%	88.4%
Nonseparation Determinations within 14 days	80%	77.7%	71.4%	60.9%	63.6%	63.8%	61.5%	60.5%	64.0%	39.8%	45.2%	81.0%	84.3%
Nonmonetary Determinations scoring ≥ 80 pts	75%	51.6%	71.3%	70.6%	75.8%	96.1%	86.6%	70.8%	74.9%	69.1%	72.0%	75.4%	78.7%
Lower Authority Appeals													
LA decisions within 30 days	60%	78.6%	76.1%	20.8%	48.6%	84.6%	84.7%	33.0%	35.5%	80.9%	75.9%	62.0%	75.9%
LA decisions within 45 days	80%	94.6%	93.6%	64.3%	77.5%	95.9%	94.7%	78.3%	78.3%	93.7%	89.4%	86.1%	92.2%
LA decisions within 90 days	95%	99.3%	99.2%	96.9%	97.5%	99.3%	98.6%	97.1%	96.7%	99.0%	97.5%	97.5%	98.5%
LA benefit appeals with combined scores ≥ 85%	80%	95.0%	94.9%	100.0%	98.7%	90.0%	92.5%	100.0%	96.3%	97.3%	87.7%	*	*
Higher Authority Appeals													
HA decisions within 45 days	50%	70.7%	45.3%	74.4%	70.0%	56.5%	49.5%	89.9%	91.9%	81.1%	79.3%	74.4%	57.8%
HA decisions within 75 days	80%	93.6%	90.8%	87.1%	81.0%	87.7%	83.2%	100.0%	99.9%	91.9%	90.2%	87.9%	82.0%
HA decisions within 150 days	95%	99.2%	99.3%	96.1%	90.2%	97.1%	94.4%	100.0%	100.0%	97.1%	95.4%	97.5%	95.8%
Tax/Cash Management													
New status determinations made within 90 days	60%	*	73.2%	83.7%	82.2%	82.0%	80.0%	84.6%	79.8%	90.1%	88.1%	70.7%	70.7%
New status determinations made within 180 days	80%	*	91.0%	90.8%	89.4%	90.9%	90.1%	88.2%	87.0%	94.4%	93.3%	85.3%	86.5%
Days' worth of deposits in Clearing Account	≤ 2 days	5.8	6.1	0.1	0.5	10.6	6.3	14.7	11.4	1.5	2.2	5.5	7.9
Annual Ratio	≤ 1.75	7.09	7.69	0.14	0.12	12.62	7.16	17.91	14.61	0.93	1.84	5.72	9.17
GPRA Performance													
UI Reciprocity Rate	NA	35.2%	37.3%	25.5%	29.8%	41.9%	44.8%	36.1%	40.5%	27.3%	27.9%	43.6%	55.7%
BAM Wage Replacement Ratio	NA	38.6%	40.3%	47.4%	48.4%	47.2%	47.6%	50.0%	48.0%	43.7%	43.1%	48.2%	48.2%
UI claimants registered with ES (BAM)	NA	70.9%	73.9%	73.0%	72.1%	76.5%	75.2%	46.2%	40.6%	62.5%	62.4%	15.8%	16.7%

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION V - KANSAS CITY

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	83.1%	88.2%	91.6%	87.9%	87.1%	88.5%	94.2%	94.2%
1st Pays in 14/21 days - intrastate	87%	83.7%	88.9%	91.6%	87.9%	86.9%	88.6%	95.0%	95.3%
1st Pays in 14/21 days - interstate	70%	82.9%	79.9%	89.3%	79.7%	84.7%	82.2%	83.0%	80.3%
1st Pays in 35 days (combined)	95%	88.6%	94.4%	97.3%	96.8%	97.1%	97.7%	99.1%	99.3%
1st Pays in 35 days - intrastate	93%	88.9%	94.9%	97.3%	96.8%	97.1%	97.7%	99.2%	99.4%
1st Pays in 35 days - interstate	78%	88.8%	89.4%	95.9%	94.4%	94.3%	95.1%	97.5%	97.2%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	20.4%	25.5%	85.8%	74.2%	61.1%	64.4%	65.5%	66.0%
Nonseparation Determinations within 14 days	80%	73.2%	74.7%	43.9%	48.6%	86.4%	86.5%	72.9%	75.3%
Nonmonetary Determinations scoring ≥ 80 pts	75%	67.6%	73.6%	68.4%	66.7%	87.6%	83.1%	70.7%	71.7%
Lower Authority Appeals									
LA decisions within 30 days	60%	86.9%	84.9%	85.2%	84.6%	74.4%	76.0%	99.8%	99.8%
LA decisions within 45 days	80%	95.2%	92.8%	95.1%	94.1%	94.1%	94.4%	99.8%	99.9%
LA decisions within 90 days	95%	99.3%	98.0%	99.6%	99.5%	99.7%	99.5%	100.0%	100.0%
LA benefit appeals with combined scores $\geq 85\%$	80%	76.5%	91.4%	100.0%	98.7%	100.0%	100.0%	100.0%	98.8%
Higher Authority Appeals									
HA decisions within 45 days	50%	67.7%	75.1%	85.5%	88.2%	92.9%	68.6%	**	**
HA decisions within 75 days	80%	99.5%	99.3%	100.0%	99.6%	96.6%	91.4%	**	**
HA decisions within 150 days	95%	100.0%	99.9%	100.0%	100.0%	99.3%	99.2%	**	**
Tax/Cash Management									
New status determinations made within 90 days	60%	70.7%	67.2%	91.7%	96.8%	68.1%	66.6%	83.8%	81.4%
New status determinations made within 180 days	80%	82.3%	83.1%	96.7%	98.7%	83.0%	82.7%	91.3%	91.4%
Days' worth of deposits in Clearing Account	≤ 2 days	1.2	1.6	1.7	2.2	2.1	1.9	1.7	2.1
Annual Ratio	≤ 1.75	0.06	0.63	0.30	1.20	0.88	0.77	1.07	1.61
GPRA Performance									
UI Reciprocity Rate	NA	47.5%	50.8%	30.5%	33.4%	48.3%	49.0%	23.6%	27.0%
BAM Wage Replacement Ratio	NA	52.3%	52.0%	51.0%	51.5%	43.4%	43.2%	48.8%	47.3%
UI claimants registered with ES (BAM)	NA	48.3%	47.5%	73.6%	69.9%	95.0%	90.2%	65.6%	62.4%

** State does not have higher authority appeals.

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION VI - SAN FRANCISCO

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	96.1%	95.0%	86.7%	86.6%	90.1%	88.6%	79.1%	85.2%
1st Pays in 14/21 days - intrastate	87%	96.7%	95.9%	87.5%	87.4%	91.5%	90.5%	80.3%	86.3%
1st Pays in 14/21 days - interstate	70%	82.6%	78.8%	79.3%	77.3%	80.3%	77.3%	70.3%	72.6%
1st Pays in 35 days (combined)	95%	98.6%	98.1%	96.5%	96.9%	97.8%	97.6%	94.4%	95.7%
1st Pays in 35 days - intrastate	93%	98.7%	98.3%	96.6%	97.0%	97.6%	97.6%	95.1%	96.3%
1st Pays in 35 days - interstate	78%	96.0%	93.6%	93.7%	94.4%	97.4%	96.0%	87.0%	87.9%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	95.4%	95.2%	86.5%	85.6%	88.6%	84.5%	33.5%	42.1%
Nonseparation Determinations within 14 days	80%	76.1%	78.1%	64.8%	65.3%	81.7%	79.7%	47.2%	47.8%
Nonmonetary Determinations scoring ≥ 80 pts	75%	76.1%	68.2%	20.4%	23.2%	81.0%	87.3%	67.0%	65.9%
Lower Authority Appeals									
LA decisions within 30 days	60%	82.8%	82.9%	64.0%	65.6%	74.8%	75.2%	72.1%	76.5%
LA decisions within 45 days	80%	95.2%	95.4%	79.0%	82.0%	89.4%	89.9%	95.3%	95.2%
LA decisions within 90 days	95%	98.7%	98.7%	90.8%	92.8%	98.0%	98.2%	99.7%	99.6%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	97.5%	90.0%	91.7%	95.0%	96.2%	100.0%	97.5%
Higher Authority Appeals									
HA decisions within 45 days	50%	89.7%	90.0%	14.6%	55.9%	**	**	47.3%	60.5%
HA decisions within 75 days	80%	96.9%	96.9%	74.0%	89.0%	**	**	89.1%	93.2%
HA decisions within 150 days	95%	98.3%	99.1%	97.6%	99.2%	**	**	98.5%	99.2%
Tax/Cash Management									
New status determinations made within 90 days	60%	51.2%	50.2%	92.7%	92.7%	89.7%	88.4%	88.7%	85.7%
New status determinations made within 180 days	80%	79.4%	76.6%	97.2%	96.6%	92.7%	92.6%	92.7%	91.0%
Days' worth of deposits in Clearing Account	≤ 2 days	2.6	2.9	1.2	1.1	1.0	0.8	3.7	3.5
Annual Ratio	≤ 1.75	1.15	1.85	0.99	0.96	0.25	0.04	1.85	1.80
GPRA Performance									
UI Reciprocity Rate	NA	46.5%	46.2%	37.5%	37.8%	54.9%	54.0%	47.4%	45.3%
BAM Wage Replacement Ratio	NA	46.5%	46.2%	37.5%	37.8%	54.9%	54.0%	47.4%	45.3%
UI claimants registered with ES (BAM)	NA	68.8%	75.6%	0.0%	0.0%	65.5%	64.0%	20.0%	18.8%

** State does not have higher authority appeals.

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION VI - SEATTLE

Report Period: July 1, 1999 to June 30, 2000

Rundate: 19-Sep-2000

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	89.9%	90.0%	96.3%	96.8%	95.1%	95.0%	87.8%	88.1%
1st Pays in 14/21 days - intrastate	87%	91.6%	91.6%	96.4%	96.9%	95.1%	95.1%	87.8%	88.2%
1st Pays in 14/21 days - interstate	70%	88.0%	88.1%	92.4%	90.0%	96.1%	94.5%	83.9%	78.9%
1st Pays in 35 days (combined)	95%	97.0%	97.2%	98.9%	99.2%	98.1%	98.4%	95.6%	96.0%
1st Pays in 35 days - intrastate	93%	97.1%	97.5%	98.9%	99.2%	98.1%	98.4%	95.6%	96.0%
1st Pays in 35 days - interstate	78%	97.1%	97.1%	96.6%	97.4%	98.2%	97.3%	93.4%	92.2%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	92.1%	92.3%	89.2%	85.6%	85.9%	85.2%	50.9%	52.2%
Nonseparation Determinations within 14 days	80%	86.1%	88.5%	90.6%	86.9%	67.0%	67.6%	74.6%	73.9%
Nonmonetary Determinations scoring ≥ 80 pts	75%	76.3%	74.5%	81.8%	85.9%	69.6%	64.9%	43.6%	51.6%
Lower Authority Appeals									
LA decisions within 30 days	60%	75.6%	79.2%	91.3%	91.2%	57.8%	70.8%	68.8%	66.8%
LA decisions within 45 days	80%	92.3%	94.3%	97.7%	97.8%	82.0%	86.2%	87.1%	85.8%
LA decisions within 90 days	95%	99.9%	99.8%	100.0%	99.9%	98.1%	98.0%	96.5%	95.7%
LA benefit appeals with combined scores $\geq 85\%$	80%	100.0%	96.3%	75.0%	86.3%	100.0%	100.0%	*	93.2%
Higher Authority Appeals									
HA decisions within 45 days	50%	71.1%	56.4%	92.3%	91.3%	91.0%	91.3%	98.4%	97.9%
HA decisions within 75 days	80%	97.4%	88.6%	100.0%	99.4%	96.5%	95.9%	99.8%	99.6%
HA decisions within 150 days	95%	97.4%	98.0%	100.0%	99.6%	99.1%	99.6%	100.0%	100.0%
Tax/Cash Management									
New status determinations made within 90 days	60%	89.2%	84.3%	94.0%	88.4%	91.0%	87.4%	94.5%	87.3%
New status determinations made within 180 days	80%	92.3%	92.1%	95.4%	92.9%	94.9%	93.3%	96.7%	94.6%
Days' worth of deposits in Clearing Account	≤ 2 days	1.9	1.7	1.3	2.1	0.8	1.2	2.3	2.2
Annual Ratio	≤ 1.75	0.57	0.38	-0.01	1.32	0.96	1.69	1.48	1.50
GPRA Performance									
UI Reciprocity Rate	NA	62.4%	64.3%	38.2%	39.8%	46.4%	45.1%	47.8%	51.4%
BAM Wage Replacement Ratio	NA	30.4%	30.5%	51.2%	50.6%	49.0%	47.9%	50.8%	51.7%
UI claimants registered with ES (BAM)	NA	35.0%	38.0%	59.6%	58.7%	100.0%	99.4%	79.6%	80.3%

* Data not available